

What is claimed is:

1. A system for receiving and distributing contacts of different media types to a plurality of workstations, comprising:

a queuing component, adapted to receive said different media-type contacts and maintain said contacts in a common queue while said contacts are awaiting routing to said workstations; and

a routing component, adapted to route the queued contacts to said workstations based on designated criteria.

2. A system as claimed in claim 1, wherein:

said designated criteria includes at least one of criteria of said queued contacts and criteria assigned to agents operating said workstations.

3. A system as claimed in claim 2, wherein:

said designated criteria includes said criteria of said queued contacts and said criteria assigned to said agents.

4. A system as claimed in claim 1, further comprising:

a media changing component, adapted to change a media-type of any of said media-type contacts to generate a changed media-type contact.

5. A system as claimed in claim 1, wherein:

said queuing component is adapted to enter said changed media-type contact in said common queue; and

said routing component is adapted to route said queued changed media-type contact to at least one of said workstations.

6. A system as claimed in claim 1, further comprising:

a contact handling component, adapted to initiate an event at any of said workstations in response to said contact being routed thereto.

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7. A system as claimed in claim 6, wherein:

said event includes at least one of ~~ringing~~ a telephone assigned to said any workstation and causing said any workstation to generate a display on its display screen.

8. A system as claimed in claim 1, wherein said contacts include at least one of the following:

a voice communication;  
a facsimile communication;  
an e-mail communication; and  
data transmittable over the Internet.

9. A method for receiving and distributing contacts of different media types to a plurality of workstations, comprising the steps of:

maintaining said different media-type contacts in a common queue while said contacts are awaiting routing to said workstations; and  
routing the queued contacts to the workstations based on designated criteria.

10. A method as claimed in claim 9, wherein:

said designated criteria includes at least one of criteria of said queued contacts and criteria assigned to agents operating said workstations.

11. A method as claimed in claim 10, wherein:

said designated criteria includes ~~criteria~~ of said queued contacts and criteria assigned to agents operating said workstations.

12. A method as claimed in claim 9, further comprising the step of:

changing a media-type of any of ~~said media-type~~ contacts to generate a changed media-type contact.

13. A method as claimed in claim 12, further comprising the steps of:

entering said changed media-type contact in said common queue; and

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routing said queued changed media-type contact to at least one of said workstations.

14. A method as claimed in claim 9, further comprising the step of:  
initiating an event at any of said workstations in response to said contact being routed thereto.

15. A method as claimed in claim 14, wherein said event initiating step includes at least one of the following steps:

ringing a telephone assigned to said any workstation; and  
causing said any workstation to generate a display on its display screen.

16. A method as claimed in claim 9, further comprising the step of:  
receiving said contacts as at least one of the following:

voice communication;  
facsimile communication;  
e-mail communication; and  
data transmittable over the Internet.

~~17.~~ A computer readable medium of instructions for controlling a contact center to receive and distribute contacts of different media types to a plurality of workstations, comprising:

a first set of data, adapted to control said contact center to receive said different media-type contacts and maintain said contacts in a common queue while said contacts are awaiting routing to said workstations; and

a second set of data, adapted to control said contact center to route the queued contacts to said workstations based on designated criteria.

18. A computer readable medium of instructions as claimed in claim 17, wherein:

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said second set of data is adapted to control routing of said queued contacts based on said designated criteria which includes at least one of criteria of said queued contacts and criteria assigned to agents operating said workstations.

19. A computer readable medium of instructions as claimed in claim 18, wherein:

said second set of data is adapted to control routing of said queued contacts based on said designated criteria which includes criteria of said queued contacts and criteria assigned to agents operating said workstations.

20. A computer readable medium of instructions as claimed in claim 18, further comprising:

a third set of instructions, adapted to control said call center to change a media-type of any of said media-type contacts to generate a changed media-type contact.

21. A computer readable medium of instructions as claimed in claim 20, further comprising:

a fourth set of instructions, adapted to control said contact center to enter said changed media-type contact in said common queue; and

a fifth set of instruction, adapted to control said contact center to route said queued changed media-type contact to at least one of said workstations.

22. A computer readable medium of instructions as claimed in claim 18, further comprising:

a sixth set of instructions, adapted to control said contact center to initiate an event at any of said workstations in response to said contact being routed thereto.

23. A computer readable medium of instructions as claimed in claim 22, wherein:

said sixth said of instructions is adapted to control said contact center to initiate said event which includes at least one of ringing a telephone assigned to said

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any workstation and causing said any workstation to generate a display on its display screen.

24. A computer readable medium of instructions as claimed in claim 23, further comprising:

a seventh set of instructions, adapted to control said contact center to receive said contacts which include at least one of the following:

- a voice communication;
- a facsimile communication;
- an e-mail communication; and
- data transmittable over the Internet.

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